

DIRECTOR OF COMMUNICATIONS CENTER

GENERAL DEFINITION OF WORK:

FLSA Status: Exempt

Performs difficult professional and administrative work supervising the public safety communications operation; does related work as required. Work is performed under general supervision. Supervision is exercised over all department personnel.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Planning, organizing, directing, and supervising the operations of the communications center; coordinating services with County Administrator, County officials and public safety agencies; maintaining appropriate records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervises, directs and evaluates assigned staff; processes employee concerns/problems; counsels, disciplines and completes employee performance appraisals; interviews candidates for employment and makes hiring decisions.
- Coordinates daily work activities; organizes, prioritizes and assigns work; monitors status of work in progress and inspects completed work; assists with complex/problem situations; provides technical expertise.
- Attends various meetings; serves on committees; makes speeches or presentations; attends County and responder agency coordination meetings; conducts staff meetings.
- Develops and implements administrative and operational budgets; monitors and approves expenditures; compiles communications center call statistics for staffing projects and budget preparation; plans for future capital expenditures, new radio/computer systems and equipment acquisition/replacement needs.
- Develops protocols, directives, policies, procedures and memoranda to provide direction to staff members.
- Develops and implements long and short term plans, goals and objectives for the department.
- Responds to questions or complaints related to center activities and personnel; provides information as requested; researches problems/complaints and initiates problem resolution.
- Compiles various statistical/administrative data; makes applicable calculations; analyzes data and identifies trends; prepares/generates reports and charts; maintains records.
- Prepares or completes various forms, reports, correspondence, budget documents, statistical reports, payroll/time sheets or other documents.
- Provides backup coverage for shift personnel and performs dispatching functions as needed, which may include operating communications equipment and computers, screening/processing emergency 911 calls, dispatching appropriate agency personnel to incident locations, coordinating communications with/between callers and responders and maintaining records of calls and work activities.
- Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of the methods and procedures of the telecommunications operating system; comprehensive knowledge of the federal and state regulations governing transmission by radio and teletype; comprehensive knowledge of E-911 systems and related computer equipment; thorough knowledge of the geography of the County and surrounding area; general knowledge of sheriff, police, fire and EMS procedures; ability to plan and supervise the work of others; ability to operate all communications equipment; ability to direct the design, installation and maintenance of communications equipment; ability to communicate effectively in both oral and written forms; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in business administration or related field and considerable experience in communications center operations including considerable supervisory experience.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires reaching, walking, lifting, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and determining the accuracy and thoroughness of work; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession and maintenance of Basic Dispatch, Instructor and VCIN/NCIC certifications.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.